



Lloyds TSB

Mr W G Ottey  
58 Clipston Road  
Birmingham  
West Midlands  
B8 3HJ

50131



Lines open 8am-8pm Monday-Friday,  
9am-1pm on Saturdays.

August 2002

## Your new telephone service

Dear Mr Ottey

This is to let you know that from 7<sup>th</sup> September our new Contact Centre will answer all calls that are normally answered by your current telephone service centre. This will enable us to answer your queries more promptly and will mean that staff in our branches will continue to have more time to spend with you when you visit them.

You can speak to your Contact Centre for anything you'd usually call your current telephone service for. Our staff there will have access to your account information and will be able to help you.

As the Contact Centre will be open for longer, this will give you more access to your account.

### Your new telephone number

Your Contact Centre telephone number is 0845 072 3333. It's open between 8am-8pm Monday to Friday and from 9am-1pm Saturday and calls are charged at a local rate.

### Fast and secure access to your account(s)

When you call, an automated greeting will ask if you have a membership number. If you say 'no', we'll transfer you to an agent who will need to check your identity by asking you questions about your account and recent transactions.

A quicker way to check your identity, if you call regularly, is to register you for a membership number and secret TIN (Telephone Identification Number). It only takes a couple of minutes, and once you're registered, we can use these to confirm your identity. We'll then transfer you straight to an agent who will have your details on screen and can help with your query right away. If you already have a membership number and TIN, there is no need to register for a new one.

To register for a membership number and TIN, call us free on 0800 072 8181.

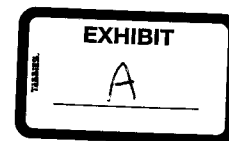
I hope you'll find this new telephone service offers you a more convenient way to manage your banking at times that suit you.

Yours sincerely

Phil Nunnerley  
Distribution Development and Service Delivery Director

MM/OSC/565877/06843982/19159611/19914

0 8 4 5 0 7 2 3 3 3 3



000016

Mr Wayne Ottey  
58 Clipston Road  
Alum Rock  
Birmingham  
B8 3HJ

npower, PO Box 8007, Birchfield House  
Joseph Street, OLDBURY  
B69 2AL  
Website: [www.npower.com](http://www.npower.com)  
Our Reference: Exit  
Telephone: 0800 316 3371

Customer Reference: 3446/43070/98

13 May 2002

Dear Customer

Stay with npower for great value electricity for your home.  
Don't miss out on great value electricity from npower by moving to another supplier.  
Thousands of customers are now coming back to us after realising that the price promises made by other energy companies just didn't materialise. Don't let this happen to you!

Remember....

- npower gas is £59 a year CHEAPER than British Gas.#
- npower electricity prices have fallen by 48% in real terms over the last 10 years.##
- SAVE £40 A YEAR when you buy both gas and electricity from npower and pay by monthly Direct Debit.###
- With npower you can CHOOSE whether or not to pay a Standing Charge. You may benefit from our No Standing Charge tariff if you have a very high or very low consumption.

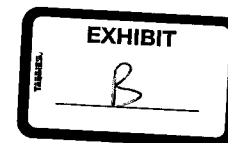
Call FREE on 0800 316 3371 quoting Z0247  
(Monday to Friday 8.00am - 8.00pm and Saturday 8.00am - 6.00pm)

If you did not know you were transferring to another supplier or have cancelled your contract with them, please contact us immediately. There is only a very short period of time when we can try to stop your transfer. We can also give you a personalised quote so you can compare our prices with other energy companies. We can make sure that you stay with npower and continue to benefit from great value energy, both now and in the future.  
We look forward to hearing from you.

Yours faithfully

  
Nigel Howarth  
Customer Service Manager

# Gas: Saving based on the difference between npower and British Gas bill values including VAT, paying on receipt of bill and excluding prompt payment discounts. Annual consumption 22,500kWh.  
## Electricity: Based on bill value(excl VAT) using npower standard single rate tariff in the Midlands area with an annual consumption of 3,300kWh.  
### Direct Debit: Saving based on the difference between the combined npower electricity and gas bill value in the Midlands area when paid by monthly Direct Debit, compared to payment on receipt of bill, including VAT. Annual consumption 3,300kWh electricity and 22,500kWh gas. Savings correct as at December 2001.




**Birmingham City Council**  
**Finance Department**  
 Revenues

NCTR0012691

50131 008

MR WAYNE OTTEY  
58 CLIPSTON ROAD  
BIRMINGHAM

B8 3HJ

Form ref. ELCT13/02.1

**COUNCIL TAX**

Letter ref. CCFXN1

The following reference should be  
quoted in any communication:-

5022560191 E

Tel. no. (0121) 303 9000

Textphone (0121) 643 7676

Fax. no. (0121) 464 0552

Date of Issue 08/04/02

Address of property giving rise to charge

58 CLIPSTON ROAD  
BIRMINGHAM

B8 3HJ

**REMINDER NOTICE**

Dear Sir/Madam,

**INSTALMENT ARREARS £ 162.71**

Your Council Tax payment had not reached this office on the date this notice was issued.

The due date for the Council Tax payment is shown on your bill.

If you have not already made your payment then you must do so within 7 days of the issue of this notice.

If you have made your payment at a Bank, Building Society or Post Office, there will be a delay of a few days before the payment reaches your account. Please make sure that, for future payments, you allow enough time for payments to reach your account on, or before, the due date.

£

Charge for previous years  
Payments received+162.71  
0.00

Balance now remaining

**162.71**

If the payment is not made within seven days, the Council may start legal proceedings. If this becomes necessary costs of £39.00 will be added to your bill on issue of a summons.

Please see overleaf for details of how and where to pay.

Yours faithfully,

*Sarah Wood*

Director of Finance

84243049/1158447/HOW

Cashier's Stamp

IMPORTANT: PLEASE READ THE ENCLOSED INFORMATION LEAFLET


**Girobank** *Trans cash*  
 Girobank plc Bootle Merseyside GIR 0AA

**BIRMINGHAM CITY COUNCIL**  
**COUNCIL TAX REMINDER NOTICE**
**bank giro credit**


Billing Reference Number

Credit Account Number

Amount Due  
(no fee payable at PO counter)By transfer from Alliance & Leicester  
Giro Account Number155  
205

5022560191

408 7453

£ 162.71

82

CHEQUE ACCEPTABLE

THE CO-OPERATIVE BANK p.l.c.  
H.O. COLLECTION A/C  
BIRMINGHAM C.C.

Signature

Date

MR WAYNE OTTEY  
58 CLIPSTON ROAD  
BIRMINGHAM

B8 3HJ

PAYMENT DUE

NOW

Cash

Cheques

Cashier's Stamp  
and initials**EXHIBIT**

C

08-74-53

£

Please do not write or mark below this line and do not fold this document

5022560191 00000016271



MR W OTTEY  
58 CLIPSTON RD  
BIRMINGHAM  
B8 3HJ

421



156280262461

#### Getting in touch



Phone 0845 6091098  
Mon-Fri 8 am-8 pm, Sat 8 am-6 pm



Fax 0113 254 4645



Write to ADMAIL AA 3119, Southampton  
SO14 0NU



Visit us at [www.house.co.uk](http://www.house.co.uk)  
for all your home needs on-line

#### Your customer reference

100 315 799 0264

#### We sent this letter on

23rd February 2005

#### For gas used at

58 Clipston Rd, Birmingham, B8 3HJ

#### What happens next

If you do not pay or contact us immediately, we may be forced to take legal action against you.

#### How to make your payment

Please see overleaf for different ways to pay this outstanding amount.

Dear Mr Ottey

#### Important notice

**Amount overdue: £545.39**

We have still not received £545.39 for gas used at the address shown opposite. This is now overdue.

**If you have paid this bill or spoken to us in the last few days to agree payment, there is no need to phone us to confirm this.**

#### What happens next

If you do not pay or contact us immediately, we may be forced to take legal action against you. This could result in you incurring additional costs and finding it difficult to obtain credit in the future.

We will also record the failure to pay with a credit reference agency, which may affect future applications for credit. This information is shared by the majority of high street retailers, banks and building societies and used to assess individual credit rating.

#### What you need to do

You must pay the outstanding balance immediately. Please phone us on 0845 6091098\* if you are having difficulty paying this bill.

Yours sincerely

Jim Needham  
Director of Operations

\*Your calls may be monitored and/or recorded for quality assurance.



IB114

**Incapacity for work**

SOCIAL SECURITY OFFICE  
 58-2000 Road  
 Birmingham  
 B3 2DJ  
 Tel: 0121 253

MR W G OTTEY
58 CLIPSTON ROAD
ALUM ROCK
BIRMINGHAM
B8 3HJ

Our phone number is

Code 0121 Number 253 Ext 5599

If you have textphone, you can call on

Code Number

If you get in touch with us, tell us this reference number

NM 02 77 19 C

Date

16 / 8 / 02

**A final reminder about your medical certificate**

Your last medical certificate ran out on 7 / 8 / 02 .

Medical certificates are also called sick notes or doctor's statements.

If you have recently sent us a medical certificate to cover you from the date shown above, please ignore this letter.

**What to do****If you are not well enough to work**

Please see your doctor. You will need to send in a medical certificate to cover you from the date shown above before we can pay you any more benefit. Use the envelope we have sent you. It does not need a stamp.

If you cannot provide a medical certificate but you consider yourself unfit for work, please fill in **Your reply** at the back of this form and send it back to us. If you have an order book send this back to us with **Your reply**.**Do not cash any more orders.** Use the envelope we have sent you. It does not need a stamp. We will consider **Your reply** and assess if you can continue to be treated as unfit for work.**If you are well enough to work**

If you are well enough to work, or have already returned to work, or are now claiming Jobseeker's Allowance.

Please fill in **Your reply** at the back of this form and send it back to us. If you have an order book send this back to us with **Your reply**.**Do not cash any more orders.** Use the envelope we have sent you. It does not need a stamp.**Important**

If we do not receive a medical certificate or a reply to this form by 29 / 8 / 02 we will stop your benefit and you may have to attend a medical examination arranged by the Benefits Agency.

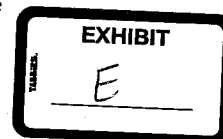
**More information**

For more information about this form or about your claim in general, please get in touch with us. Our phone number and address are on the top of this form.



benefits  
**ba**  
 agency

An Executive Agency of  
 the Department of Social Security



**Severn Trent Water**

50131 009 /459

MR WAYNE OTTEY  
58 CLIPSTON ROAD  
BIRMINGHAM  
B8 3HJ

4,459

GA10

G/A

Misc

Date

**7 November 2002**

Your account number

**2039 2893 8991**

Account enquiries call (at local call rate)

**0845 7 500 500**

You can call us 8.00 am to 8.00 pm Mondays to  
Fridays, and 8.00 am to 1.00 pm on Saturdays.

**Notice of court action - unpaid water service charges**

Dear customer,

I am instructed that the balance of your bill dated 1 October 2002 remains unpaid.

**Amount overdue £141.03**

If payment in full is not received within 14 days from the date of this letter, County Court action will be taken against you. This will result in court fees and solicitors' costs of at least £70.00 being claimed against you, increasing the amount to a minimum of £211.03.

**No further notice will be given**, but if you have a problem, please call our Customer Relations Department now on 0845 7 500 500.

If we obtain a County Court Judgment and payment is still withheld, **this may affect your ability to obtain credit in the future.**

— Cheques should be made payable to Severn Trent Water Limited not K Barson.  
— If you have paid within the last seven days, please accept our thanks and ignore this letter.  
Yours sincerely

— *K Barson*  
— K Barson  
Solicitor



**Girobank** *Trans cash*  
Girobank plc Boodle Murphyside G1R 0AA

**Severn Trent Water****bank giro credit**

138  
208  
32

Account number

**203928938991**

Credit account number

**439 6162**

Amount due

Standard fee payable at PO counter

**£ 141.03**

By transfer from Alliance & Leicester  
Giro account number

Cheque NOT acceptable at PO counter

Signature

Date

MR WAYNE OTTEY  
633150000020392893899120

Lloyds TSB Bank  
Head Office, Collection A/c No  
V4324396162

**30-00-00**

Cash

Cheques &amp; PO's

**£**

Cashier's stamp  
and initials



Please do not write or mark below this line or fold this counterfoil